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| | PBSI strives to provide the highest quality service possible. In | CLIENT NAME |
| | evaluating service quality, your feedback is very important. Would you take a moment to complete the information below and return it to PBSI? Thanks for your patronage and your opinion. | Kevin 1-19-16 DATE OF SERVICE |
| | E Por Maine ior your paronago and your opinion. | IELD ENGINEER (FIRST NAME) DATE OF SERVICE |
| • | RATING THIS SERVICE ENCOUNTER EXCELLENT GOOD FAIR | POOR RATING PBSI'S OVERALL SERVICE |
| | Scheduling—Was your service scheduled promptly? | EXCELLENT GOOD FAIR POOR |
| | Timeliness—Did we do what we promised? | ☐ Software Support Personnel ☐ ☐ ☐ ☐ |
| | Courtesy—Were personnel friendly and courteous? | Hardware Support Personnel |
| | Quality—Was your problem resolved completely? | Care and Attention |
| | Were your questions & concerns answered thoroughly? A □ □ □ □ □ | Overall Quality Out Database Sluw & MFD Copiu |
| | components avolut full Purule | de by office, as office not" IT |
| | Comments and Elle lew System, Register To | Win_Return promptly to enter our monthly drawing for a free gift. WHANT MUCH PULP JUMN OF BIG - GLAN, |



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